



---

# ***Information Technology Support Center Self-Determination Services Update***

**ITSC**

**Albuquerque, NM**

**November 19, 2003**



# Team Structure

---

- **Team Leader – Bruce Parker**
  - **Sam Berry – IT Specialist**
  - **Mike Ginn – IT Intern, Emerging Leaders Program**





# Mission

---

- In the spirit of tribal self-determination, the Indian Health Service (IHS) - Division of Information Resources (DIR), is strongly committed to supporting the efforts of the tribes to become self-sufficient.



# Current Activities

---

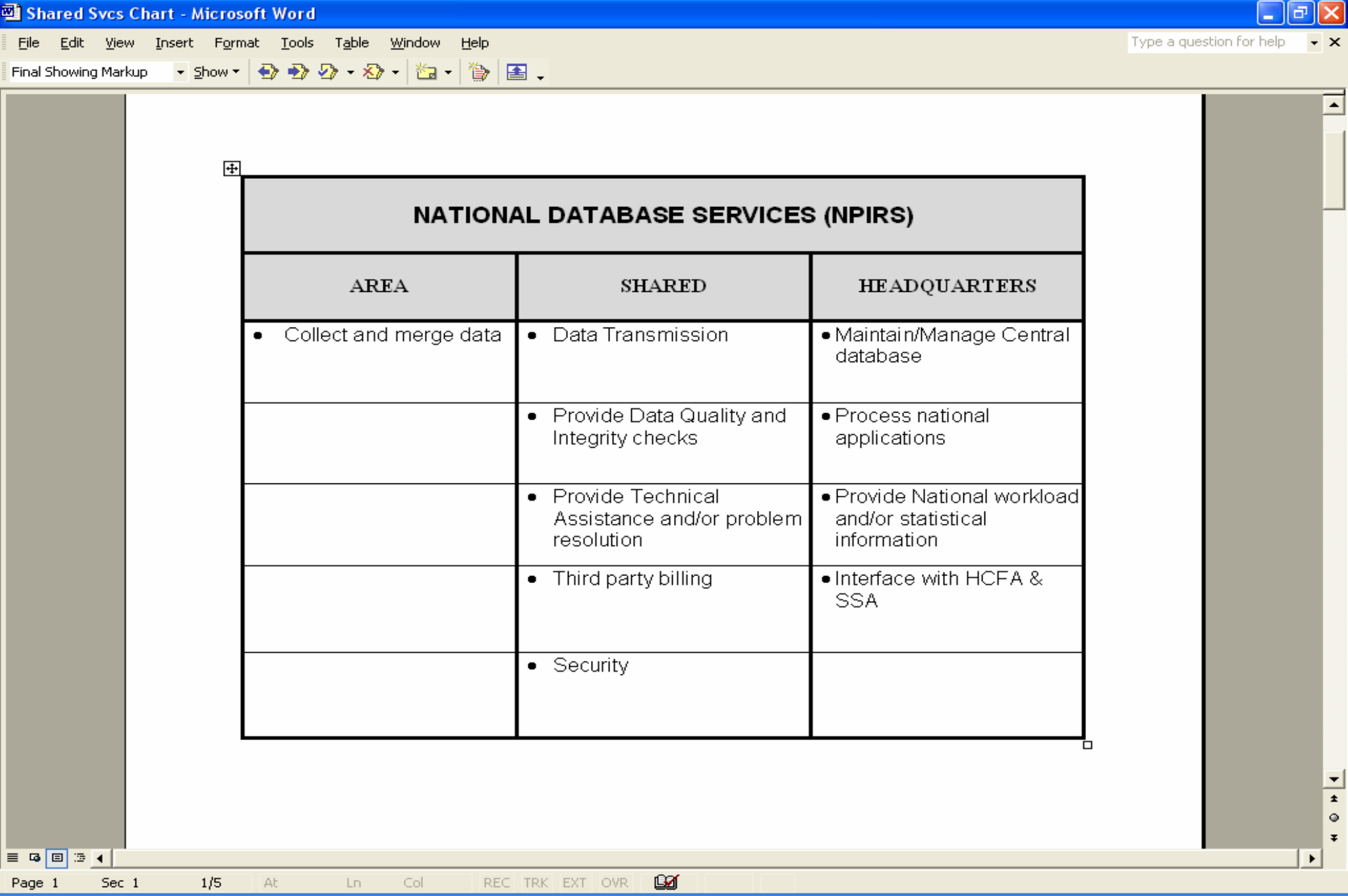
- Self-Determination/638 Support
- Tribal Share Distribution
- Self-Determination Website
- Urban Indian Health Program Support



# Self-Determination/638 Support

---

- Provide IT guidance and support to IHS Self-Governance Lead Negotiators
- Provide guidance in the development of IHS Area/Tribal Service Level Agreements
- Develop and maintain information material relating to DIR-ITSC functions/services



## NATIONAL DATABASE SERVICES (NPIRS)

AREA	SHARED	HEADQUARTERS
<ul style="list-style-type: none"><li>Collect and merge data</li></ul>	<ul style="list-style-type: none"><li>Data Transmission</li></ul>	<ul style="list-style-type: none"><li>Maintain/Manage Central database</li></ul>
	<ul style="list-style-type: none"><li>Provide Data Quality and Integrity checks</li></ul>	<ul style="list-style-type: none"><li>Process national applications</li></ul>
	<ul style="list-style-type: none"><li>Provide Technical Assistance and/or problem resolution</li></ul>	<ul style="list-style-type: none"><li>Provide National workload and/or statistical information</li></ul>
	<ul style="list-style-type: none"><li>Third party billing</li></ul>	<ul style="list-style-type: none"><li>Interface with HCFA &amp; SSA</li></ul>
	<ul style="list-style-type: none"><li>Security</li></ul>	

**TELECOMMUNICATIONS/WAN**  
(WIDE AREA NETWORK)

AREA	SHARED	HEADQUARTERS
<ul style="list-style-type: none"><li>• Area Review/Authorize purchases &lt;\$50 K</li></ul>	<ul style="list-style-type: none"><li>• Technical Advice Provided on TC purchases</li></ul>	<ul style="list-style-type: none"><li>• Review/Authorize purchases &gt;\$50 K</li></ul>
	<ul style="list-style-type: none"><li>• FTS Purchased Maintenance for Area, SU and participating Tribes</li></ul>	<ul style="list-style-type: none"><li>• WAN Support</li></ul>
	<ul style="list-style-type: none"><li>• Technical Assistance and Guidance on TC Systems and Devices</li></ul>	<ul style="list-style-type: none"><li>• Internet Gateway</li></ul>
	<ul style="list-style-type: none"><li>• Data Transmission Security</li></ul>	<ul style="list-style-type: none"><li>• Firewalls</li></ul>
	<ul style="list-style-type: none"><li>• Security</li></ul>	
	<ul style="list-style-type: none"><li>• Training</li></ul>	

TELECOMMUNICATIONS/LAN (LOCAL AREA NETWORK)		
AREA	SHARED	HEADQUARTERS
<ul style="list-style-type: none"><li>• PC Support</li></ul>	<ul style="list-style-type: none"><li>• Virus/Security</li></ul>	<ul style="list-style-type: none"><li>• Provide Tech Assistance to network administrators as needed</li></ul>
<ul style="list-style-type: none"><li>• Maintain Exchange Directory Structure</li></ul>	<ul style="list-style-type: none"><li>• Provide Technical Advice on Hardware Purchases (as needed)</li></ul>	<ul style="list-style-type: none"><li>• Antivirus gateway</li></ul>
<ul style="list-style-type: none"><li>• Network Support/Maintenance.</li></ul>	<ul style="list-style-type: none"><li>• Provide Technical Assistance and Guidance to users where possible</li></ul>	<ul style="list-style-type: none"><li>• Banyan Email gateway</li></ul>
<ul style="list-style-type: none"><li>• LAN and Email Services (Daily operations)</li></ul>	<ul style="list-style-type: none"><li>• Training</li></ul>	<ul style="list-style-type: none"><li>• Common SMTP Gateway</li></ul>
<ul style="list-style-type: none"><li>• Review/Authorize hardware/software purchases at AO &amp; SU's</li></ul>		<ul style="list-style-type: none"><li>• Level 2 &amp; 3 support</li></ul>



RPMS SOFTWARE DEVELOPMENT/SUPPORT SERVICES		
AREA	SHARED	HEADQUARTERS
<ul style="list-style-type: none"><li>RPMS on site support</li></ul>	<ul style="list-style-type: none"><li>Data quality and integrity check</li></ul>	<ul style="list-style-type: none"><li>Core Application RPMS Development</li></ul>
<ul style="list-style-type: none"><li>Local software development</li></ul>	<ul style="list-style-type: none"><li>Application Support</li></ul>	<ul style="list-style-type: none"><li>Software Licensing Coordination</li></ul>
<ul style="list-style-type: none"><li>Acquisition review and approval</li></ul>	<ul style="list-style-type: none"><li>RPMS System Maintenance</li></ul>	<ul style="list-style-type: none"><li>OS Support (MSM)</li></ul>
<ul style="list-style-type: none"><li>Local software and hardware installation</li></ul>	<ul style="list-style-type: none"><li>Data Transmission</li></ul>	
<ul style="list-style-type: none"><li>Installation of Patches</li></ul>	<ul style="list-style-type: none"><li>Software Documentation</li></ul>	
<ul style="list-style-type: none"><li>BETA test participation</li></ul>	<ul style="list-style-type: none"><li>Internet Technologies</li></ul>	
<ul style="list-style-type: none"><li>Hardware Installations</li></ul>	<ul style="list-style-type: none"><li>Hardware maintenance, i.e., NT servers</li></ul>	
	<ul style="list-style-type: none"><li>Technical Advise and Support on Software and Hardware</li></ul>	
	<ul style="list-style-type: none"><li>Security and Training</li></ul>	

<p style="text-align: center;"><b>CONSULTATIVE SERVICES</b> <b>(To include accreditation and certification)</b></p>
<p style="text-align: center;"><b>SHARED</b></p>
<ul style="list-style-type: none"><li>❖ Quality Assurance</li><li>❖ JCHO</li><li>❖ Security</li><li>❖ Clinger-Cohen</li><li>❖ HIPPA</li><li>❖ HCFA</li><li>❖ Business Planning</li><li>❖ Best Practices</li><li>❖ Business Office/DIR Partnership</li></ul>



# **Tribal Share Distribution**

---

- **Review and evaluate Annual Funding Agreements for DIR**
- **Work in conjunction with the Office of Tribal Self-Governance and Office of Tribal Programs to administer DIR-ITSC components of Title I and V programs**
- **Monitor delivery of DIR/Tribal technical support services**



# **ITSC SHARE DISTRIBUTION METHODOLOGY**

---

**DIR/ITSC share information comes from HQ Table 4 documentation.**

**The following Line Item budget items  
compose the funding for DIR/ITSC:**

**126, 137, 1301**

**SDST has developed a series of  
spreadsheets to help Area Negotiators in  
describing the various functions/services  
that ITSC has to offer.**

[illegible]

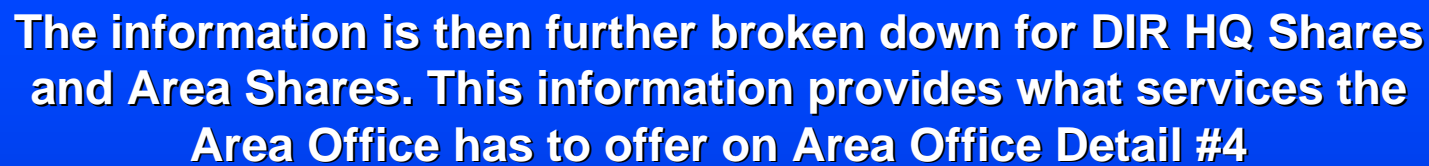


## The information is then further broken down by cost for each service on DIR Worksheet #2

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	FOR 2004 NEGOTIATIONS				TITLE I or V				(DIR worksheet # 2)				
2													
3	AVAILABLE FY-2004 D.I.R.* TRIBAL SHARES												
4													
5					WANNABEE		\$29,985						
6					(USA)								
7													
8	BUDGET LINE ITEM				#126		#137		#1301				
9					IRM		STAFF/OPERATI		STAFF/OPERATIONS				
10					SUPPORT FUN		HQV FUND		HQE FUND		TOTALs		
11													
12					SUPPORT								
13	FUNCTIONS/SERVICES			PACKAGE	\$17,925	100.0%	\$9,350	100.0%	\$2,710	100.0%		\$29,985	
14				1 2 3									
15													
16	NATIONAL DATABASE SERVICES				\$896	5.0%	\$3,273	35.0%	\$678	25.0%		\$4,846	16.16%
17	Maintain/Manage Central Databases	x	x	x	\$502	56.0%	\$1,833	56.0%	\$379	56.0%		\$2,714	9.05%
18	Process National Applications	x	x		\$215	24.0%	\$785	24.0%	\$163	24.0%		\$1,163	3.88%
19	Provide Workload/Statistical Info (Outputs)	x			\$152	17.0%	\$556	17.0%	\$115	17.0%		\$824	2.75%
20	Provide Tech Assistance/Problem Resolution	x			\$27	3.0%	\$98	3.0%	\$20	3.0%		\$145	0.48%
21	Subtotal				\$896	100.0%	\$3,273	100.0%	\$678	100.0%		\$4,846	
22													
23	TELECOMMUNICATIONS MGMT SERVICES				\$7,170	40.0%	\$1,496	16.0%	\$813	30.0%		\$9,479	31.61%
24	Provide Telecommunications Network	x	x	x	\$2,940	41.0%	\$613	41.0%	\$333	41.0%		\$3,886	12.96%
25	Provide for Data Movement	x	x		\$2,510	35.0%	\$524	35.0%	\$285	35.0%		\$3,318	11.06%
26	Provide Tech Assistance & Problem Resolution	x			\$1,721	24.0%	\$359	24.0%	\$195	24.0%		\$2,275	7.59%
27	Subtotal				\$7,170	100.0%	\$1,496	100.0%	\$813	100.0%		\$9,479	
28													
29	SOFTWARE DEVELOPMENT AND				\$8,066	45.0%	\$2,244	24.0%	\$678	25.0%		\$10,988	36.64%
30	MAINTENANCE SERVICES												
31	Operating Syst Supt & Sftwr Licenses Coord	x	x	x	\$1,694	21.0%	\$471	21.0%	\$142	21.0%		\$2,307	7.70%
32	Software Upgrades/Patches distribution	x	x		\$1,533	19.0%	\$426	19.0%	\$129	19.0%		\$2,088	6.96%
33	RPMS Applications related support	x			\$4,840	60.0%	\$1,346	60.0%	\$407	60.0%		\$6,593	21.99%
34	Subtotal				\$8,066	100.0%	\$2,244	100.0%	\$678	100.0%		\$10,988	
35													
36	SYSTEMS SUPPORT/TRAINING SERVICES				\$1,793	10.0%	\$2,338	25.0%	\$542	20.0%		\$4,672	15.58%
37	Provide Tech Support & Training	x	x		\$448	25.0%	\$584	25.0%	\$136	25.0%		\$1,168	3.90%
38	Support Distributed Application Systems	x			\$1,344	75.0%	\$1,753	75.0%	\$407	75.0%		\$3,504	11.69%
39	Subtotal				\$1,793	100.0%	\$2,338	100.0%	\$542	100.0%		\$4,672	
40													
41	TOTAL SHARES AVAILABLE				\$17,925	100.0%	\$9,350	100.0%	\$2,710	100.0%		\$29,985	100.00%
42													
43	Recap of Total DIR Shares				\$29,985								



	A	B	C	D	E	F	G	H	I	J
1	Name/Site:			TITLE I or V					(DIR worksheet # 3)	
2	WANNABEE	NATIONAL DATABASE SERVICES		TELECOMM. MANAGEMENT SERVICES		SOFTWARE DEVELOPMENT & MAINTENANCE SERVICES		SYSTEM SUPPORT & TRAINING SERVICES		DIR/ITSC RETAINED SHARES
3	<b>SUPPORT PACKAGE # 1</b>	PREMIER		PREMIER		PREMIER		PREMIER		
4	Tribal Shares Available	\$4,846	100%	\$9,479	100%	\$10,988	100%	\$4,672	100%	
5	RE-ENTER Select Share(s)	\$0		\$0		\$0		\$0		\$0
6										
7	<b>SUPPORT PACKAGE # 2</b>	REGULAR		REGULAR		REGULAR		REGULAR		
8	Tribal Shares Available	\$3,877	80.0%	\$7,204	76.0%	\$4,395	40.0%	\$1,168	25.0%	
9	RE-ENTER Select Share(s)	\$0		\$0		\$0		\$0		\$0
10										
11	<b>SUPPORT PACKAGE # 3</b>	ECONOMY		ECONOMY		ECONOMY				
12	Tribal Shares Available	\$2,714	56.0%	\$3,886	41.0%	\$2,307	21.0%			
13	RE-ENTER Select Share(s)	\$0		\$0		\$0				\$0
14						0%	----->	TOTAL RETAINED		\$0
15	<u>OVERVIEW OF SERVICE LEVELS</u>							TOTAL AVAILABLE		\$29,985
16										
17	Based on the above package selection, the Indian Health Service and Tribe have both acknowledged and accept the terms and responsibilities required for effective and efficient service									
18	delivery. Should there be a need to modify the level of support, this will be done by designated individuals/teams of each party.									
19										
20	Note: The above support packages are based on aggregate available FY2003 DIR Tribal Shares. It will be left to the discretion of the Lead Negotiator or Area Office Representative to break									
21	down the dollar amounts to more detail if required by customer.									

[illegible]





The information is then further broken down for DIR HQ Shares and Area Shares. This information provides what services the Area Office has to offer.

	A	B	C	D	E	F	G	H	I
41	<b>TELECOMMUNICATIONS MGMT SERVICES</b>								
42	<b>IHS HEADQUARTERS</b>				<b>\$1,496</b>	<b>16.0%</b>			<b>\$2,592</b>
43	Provide Telecommunications Network	x	x	x					
44	Provide for Data Movement	x	x						
45	Provide Tech Assist & Problem Resolution	x							
46									
47	<b>AREA OFFICE TELECOMM SERVICES</b>						<b>\$2,386</b>	<b>20.0%</b>	<b>\$2,386</b>
48	Provide Telecommunications Network	x	x	x				65.0%	
49	Provide for FTS support and Internet access	x	x					25.0%	
50	Provide Tech Assist & Problem Resolution	x						10.0%	
51									
52	<b>Value-added services</b>								
53	Circuit cost	x	x	x					
54	TC Equipment	x							
55	Local telecom partnerships	x							
56	Vendor coordination & support	x							
57									
58									
59	<b>SOFTWARE DEVELOPMENT AND</b>				<b>\$2,244</b>	<b>24.0%</b>			<b>\$2,244</b>
60	<b>MAINTENANCE SERVICES</b>								
61	<b>IHS HEADQUARTERS</b>								
62	Operating Syst Supt & Sftwr Licenses Coord	x	x	x					
63	Software Upgrades/Patches distribution	x	x						
64	RPMS Applications related support	x							
65									
66	<b>AREA OFFICE SOFTWARE SERVICES</b>						<b>\$5,966</b>	<b>50.0%</b>	<b>\$5,966</b>
67	Operating Syst Supt & Sftwr Licenses Coord	x	x	x				10%	
68	Software Upgrades/Patches distribution	x	x					60.0%	
69	RPMS Applications related support	x						30.0%	
70									
71	<b>Value-added services</b>								
72	Distribution/installation of operating system	x	x	x					
73	Peripheral support	x	x						
74	Basic site management support	x	x						
75	Local software development (expand this item)	x							
76	National software development	x							
77	Interfacing RPMS with non-RPMS systems	x							
78	Distribution/installation of COTS, to include training	x							
79	Vendor coordination & support	x							

[illegible]



# Self-Determination Website

---

- The Self-Determination Team has developed a website with I/T/U access to the IT share information.

<http://www.ihs.gov/CIO/Self-Determin/index.cfm>



**U.S. Department of Health and Human Services**  
**Indian Health Service**  
The Federal Health Program for American Indians and Alaska Natives

Search Our Site For:

[HOME](#)

[ABOUT IHS](#)

[SITE MAP](#)

[HELP](#)

Information  
Technology  
Resources

[Home](#)

[Services](#)

[Product  
Packages](#)

[Tribal Shares  
Worksheet](#)

[Other  
Resources](#)

[Contact Us](#)

[Funding  
Agreement](#)

[RPMS and IHS](#)

[Questions or  
Comments.  
Please  
contact the  
Web Master](#)

These plug-ins  
may be required



## SELF DETERMINATION SERVICES

Welcome to the Self Determination Teams Website where you can retrieve information about ITSC's function in the Funding Agreement for a particular tribe. Scroll down to view selected parts of the funding agreement

Area Selected:	Phoenix
Tribes Selected:	Wanabee
FY/CY Selected:	2003
Funding Agreement:	<a href="#">FA as it pertains to ITSC for Wanabee</a>
	see WorkSheet #2 Information

### Division of Information Resources Financial Information

Line Item	Total Available	IHS Retained	Wanabee
126	\$15,924	\$4,487	\$11,437
137	\$8,843	\$6,458	\$2,385
1301	\$2,384	\$2,074	\$310
<b>TOTALS:</b>	<b>\$27,151</b>	<b>\$13,019</b>	<b>\$14,132</b>

[Edit in DIR Worksheet#3](#)

[Edit in HTML-Word](#)

Internet

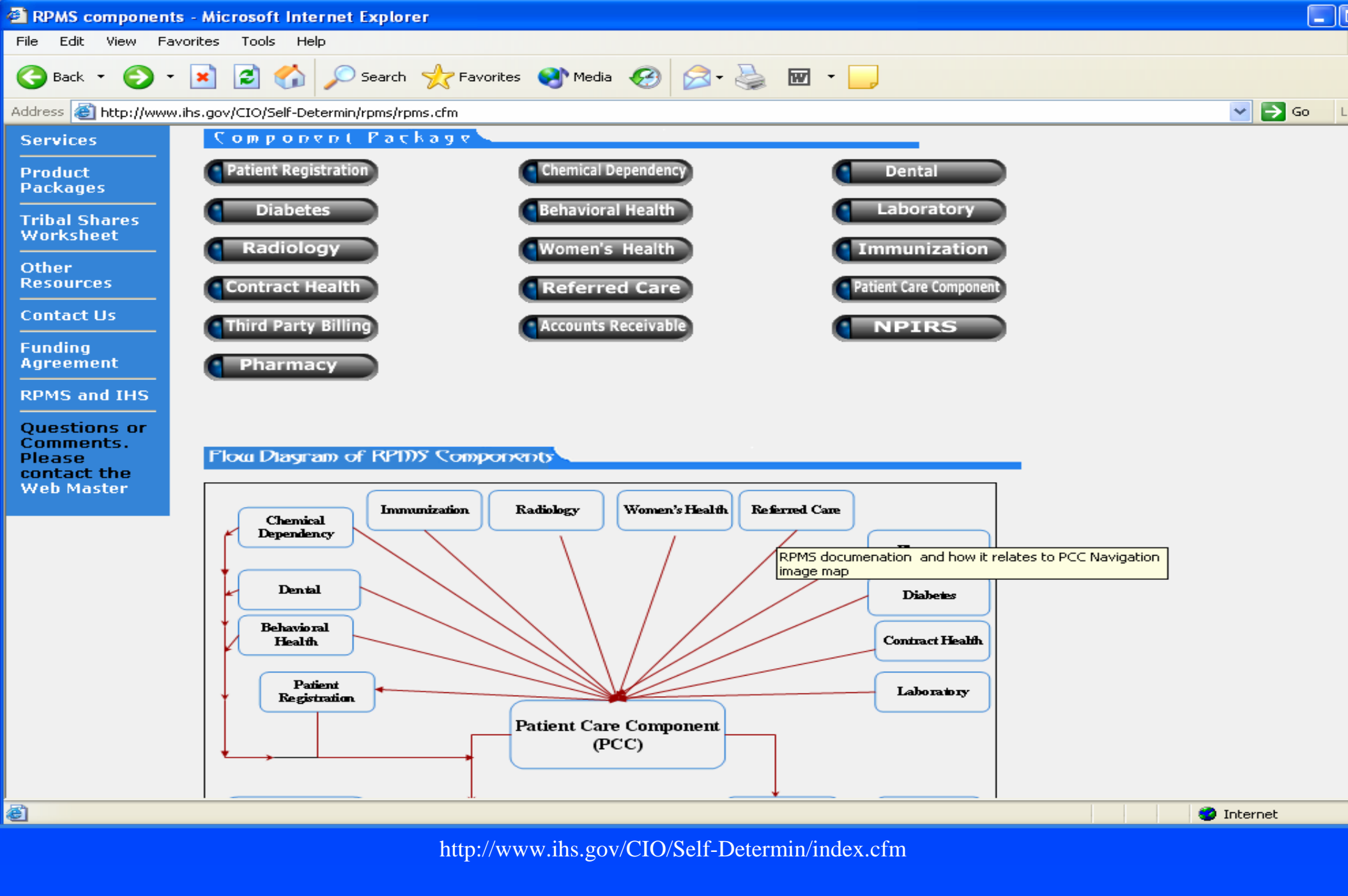


# Self-Determination Website

---

- The Self-Determination Team has developed a website which lists a brief description of various RPMS packages and gives examples of daily/management activities.

<http://www.ihs.gov/CIO/Self-Determin/index.cfm>



Dental Data System Content - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back

Forward

Stop

Home

Search

Favorites

Media

Print

Mail

Word

Folder

Address http://www.ihs.gov/CIO/Self-Determin/rpms/dental.cfm

Go

Links

Packages

Tribal Shares Worksheet

Other Resources

Contact Us

Funding Agreement

RPMS and IHS

Questions or Comments. Please contact the Web Master

Component Package

DENTAL DATA SYSTEM COMPONENT

Dental Data System Component offers a wide range of options for a Facility/Clinic to provide a comprehensive Dental Care Package to the residents of a community

Desc of Component

- Can be used with Patient Care Component (PCC) or used as a stand alone application.
- When used as a stand alone, it captures the minimum data requirements for direct care and contract care programs.
- When used with Patient Care Component (PCC) it generates a dental Encounter. Which is important for administrative reason, but also allows the generation of dental Health Summary of the Patient Care Component (PCC).
- When used with Patient Care Component (PCC), it can create an automated dental health record which can serve all health disciplines for various applications in care delivery, planning, management, and research.
- Captures minimum data requirements for direct care and contract care programs including data extraction and transmission routines for central processing; integrates with Patient Care Component (PCC) or links with Patient Registration System
- Provides exports to National dental Information Reporting System.

Flow of Component

Flow diagram of Dental Data System Component

Initial Setup	Daily Activities	Management Activities
Flow Chart   Text	Flow Chart   Text	Flow Chart   Text

Other RPMS Packages

Used in Combination with the following RPMS packages

Internet



# Urban Indian Health Program Support

---

- **Provide IT assessment support for Urban facilities**
- **Assist Urban Health Program in defining IT/Data requirements**
- **Assist in the development of an Urban Data Mart (Data Warehouse)**





# Support and Other Issues Related to Self-Determination

---

**Annual Funding Agreements (AFA) do not include adequate information to determine level of IT support**

**Recommendation - Include a standardized ITSC format within the AFA that describes function and level of support**



# Support and Other Issues Related to Self-Determination

---

**Results of negotiated IT agreements are not regularly provided to ITSC in a timely manner**

**Recommendation - ITSC can provide Lead Negotiators with a format for reporting negotiation results in order to provide timely support**



# Support and Other Issues Related to Self-Determination

---

**New requirements such as HIPAA, Security, and VPN are placed on the Agency which are not specifically identified or funded**

**Recommendation - New requirements need to be discussed in terms of process and resource implication and included in the Annual Funding Agreements**



# Support and Other Issues Related to Self-Determination

---

Area Office shares are often taken. This leaves ITSC to provide a majority of the support for a large number of tribes. The Help Desk doesn't know if the caller is totally or partially compacted/contracted

## Recommendations

- Review IT infrastructure at Area Offices to assure basic support is available
- ITSC Mgmt. reviews the calls to assure that appropriate support is being provided



# Future Projects

---

- **Develop a web interface so that after negotiations are finalized, the area negotiators can input information from DIR Worksheet #2.**
- **Develop an online Database that allows for current and consistent Tribal Share status.**
- **Develop ITSC outreach media to assist tribes in making informed business decisions on DIR/ITSC services.**
- **2005 Pre-Negotiation Meetings and Trainings – Visit each Area Office to discuss IT changes with ALN's, Title I & V Coordinators, ISCs, Tribal Representatives, etc.**



# Questions??

---